

## Q & A for F5 & Firewall Implementation Statement of Work for DEED

1. Please confirm that all staff provided by vendor will work 100% in DEED offices at data center #1, located at 1st National Bank Building, 332 Minnesota Street, St. Paul MN, throughout the life of the contract?
  - a. Yes, all vendor staff should plan on working from DEED's St. Paul offices.
2. Please confirm DEED will provide selected resources with work space, and all necessary hardware/software and laptop/desktop computers to perform the responsibilities outlined in this SOW?
  - a. DEED will make workspace available for vendor resource(s). It is expected the resource would bring his/her own laptop.
3. What is the anticipated daily work schedule for selected vendor resource(s) (8AM - 5PM, Monday thru Friday)?
  - a. While the regular work day is 8am – 5pm, it may be determined some work is best done outside of those hours based on impact to the business.
4. Is it the intent of DEED to make contract award to a single vendor to perform the work tasks described in this SOW, or will DEED be making awards to multiple vendors?
  - a. DEED's plan is to award a contract to a single vendor for all deliverables.
5. Please confirm whether selected vendor will be paid on an hourly basis for services provided under this contract, based on DEED approved contractor time sheets, or if selected vendor will be paid based on completed/signed-off deliverables?
  - a. Vendor will be paid per hour, but it is expected vendor will document progress on deliverables for any time period where hours are reported (status report) to ensure satisfactory work toward completion of deliverables.
6. Please confirm that the DEED Project Manager will be responsible for directing the selected vendor's resource(s) work tasks/assignments?
  - a. It is expected the vendor resources will come with an approach/ task plan and high level timeline they will take to execute this work to ensure completion of all deliverables, as this is a requirement of the proposal. DEED project manager and project owner will work with vendor resources to ensure DEED staff is available to enable successful execution of the vendor's plan. This is not a staff augmentation SOW.
7. Is there any travel expected for vendor resources?
  - a. All project work will be done at site at DEED offices in St. Paul.
8. Is there an incumbent vendor who is currently, or has previously, been engaged to perform duties similar to the work outlined in this SOW? If yes, who is the incumbent vendor?
  - a. DEED has worked with several vendors over the last few years in the service and support of its F5 load balancers and firewalls. No vendor has been "pre-selected" to perform the work outlined in this Statement of Work.
9. Please confirm the number of on-site resources DEED expects the vendor to provide in order to perform the duties / deliverables outlined in this SOW?
  - a. This will be up to the vendor to determine based on their project approach/schedule.
10. Does DEED have a pre-determined/allocated budget (either hourly billing rate or total project cost) for these positions? If yes, can you please share the budgeted amount?
  - a. No

11. Is DEED seeking "Fixed-Price" cost proposals for this SOW?
- The Statement of Work indicates this will be a Time and Materials contract. (See page 5 of SOW). The proposal should, however, show a final estimated cost based on hourly rate and hours estimated.
12. Is it DEED's expectation that each vendor resource assigned to this project will have all minimum required skills, or that the vendor resources assigned will collectively meet all required minimum skills?
- We require the resource working on Firewalls would have "**at least 3 years of work experience certifying expert-level knowledge of Checkpoint Firewalls**" and that the resource working on F5 Load balancers would have "**at least 3 years of work experience certifying expert-level knowledge of F5 Load Balancers**" and that both resources would document their experience to show an "expert level" skill. We don't expect there would be one resource with expert level knowledge of both technologies.
13. Please confirm that the anticipated utilization of selected resource(s) will be full-time 40 hours per week (excluding State holidays) for the duration of the contract? If no, please provide anticipated utilization?
- DEED expects the vendor will put a plan together and execute on it. This is not a 40/week staff augmentation SOW.
14. What information does DEED expect vendors to include in the "Cost" portion of their proposal? Hourly rates or a total fixed price / time and total budget cost breakdown?
- Per page 5 of the SOW:

**Cost:** ***This contract will be Time and Materials.** Based on the work described in the Project Deliverables section of this Statement of Work, show in a simple chart the resource cost and time estimates for each deliverable, with a final best estimate of total cost. Be sure and note any additional best practice work described in your Project Approach.*

15. Will selected vendor resource(s) be required to perform off-hours, on-call support work?
- While the regular work day is 8am – 5pm, it may be determined some work is best done outside of those hours based on impact to the business. This SOW does not contain any on-call support work.
16. Who will be providing day-to-day project direction to selected resource? Is this person a DEED employee, or a contractor?
- Vendor will be expected to have a work plan of what they will need to do. Resource will work with the DEED team to layout this work to see where interfaces with DEED team need to occur. We expect the work plan would include a task to review the plan with DEED team. A DEED employee is the project owner and will make any high level decisions about direction, if needed.
17. In the response requirements portion of this SOW under "Cost", it states the following: *Based on the work described in the Project Deliverables section of this Statement of Work, show in a simple chart the resource cost and time estimates for each deliverable, with a final best estimate of total cost.* While under the "Responsibilities Expected of the Selected Vendor" it also states: *Vendor will work with DEED to develop implementation milestone dates / work plan.* If vendors are expected to work with DEED in developing implementation milestone dates / work plan, does it then need to be required that vendors provide an estimate resource cost and time for each deliverable to

satisfy this “Cost” requirement? Estimating cost and time without a work plan or implementation milestone dates is extremely difficult?

- a. Yes, the vendor should develop a cost estimate as described in the COST section of the SOW. A work plan must be developed in order to complete this section. Once on-site, the vendor will work with DEED to flesh out a final schedule.

18. If this SOW is requesting staff augmentation services, are vendors still required to provide the information requested in the response requirements, “Project Approach” portion of this SOW? This information does not seem applicable for response to a staff augmentation position.

- a. This is not a staff augmentation SOW. Yes, we want the vendor to complete response requirements under Project Approach.

19. If this SOW is requesting staff augmentation services, Please confirm if it is acceptable for vendors to limit responses to an introduction, company overview, staff qualification chart, candidate resume and references, cost proposal, and required forms.

- a. This is not a staff augmentation SOW.

20. Will vendors be deemed unresponsive if responses are limited to the aforementioned items?

- a. Vendors are expected to submit a proposal according to the Response Requirements section of the SOW.

21. Is there an incumbent vendor?

- a. DEED has worked with several vendors over the last few years in the service and support of its F5 load balancers and firewalls. No vendor has been “pre-selected” to perform the work outlined in this Statement of Work.

22. Is this a full-time role (40 hours per week)? If not, what would be the weekly hours projection.

- a. DEED expects the vendor will put a plan together and execute on it. This is not a 40/week staff augmentation SOW.

23. While you indicate that we will provide the expected project duration, is there a general estimate of the timeframe you think it will take?

- a. No. We will look to the vendor to give us this estimated based on their experience.